



MINNESOTA
DEPARTMENT OF
COMMERCE

85 7th Place East, Suite 500
St. Paul, Minnesota 55101-2198
651.296.4026 FAX 651.297.1959 TTY 651.297.3067

June 28, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log summary for the 12-month period commencing on June 1, 2004, and ending on May 31, 2005.

Enclosed please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (attachment A).
2. Complaint summary log for traditional relay services, including Speech-to-Speech and Spanish relay (attachment B).
3. Complaint summary log for CapTel relay service (attachment C).

The reports include all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Consumer Relations Office, Sprint customer service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay received a total of 1,022,098 TRS calls (excluding CapTel) during the period of June 1, 2004 through May 31, 2005. A total of 105 complaints (0.010%) were filed and timely resolved during this reporting period; none of the complaints were escalated for action to the state of Minnesota or the Federal Communications Commission.

Minnesota Relay received a total of 135,454 CapTel calls during the period of June 1, 2004 through May 31, 2005. A total of 24 complaints (0.018%) were filed and timely

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resolved during this reporting period; none of the complaints were escalated for action to the state of Minnesota or the Federal Communications Commission.

Please find one original and four copies of Minnesota's TRS Annual Consumer Complaint Log summary, as well as one copy on electronic disk (3.5 inch diskette), enclosed in this mailing. In addition, an electronic copy has been submitted via e-mail to Dana Jackson.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator
Minnesota Department of Commerce
85 7th Place East, Suite 600
St. Paul, MN 55101-3165
(651) 297-8941
rochelle.garrow@state.mn.us

cc: Glenn Wilson, DOC Commissioner
Dr. Burl Haar, Executive Director, MPUC
Lillian Brion, MPUC
Dana Jackson, FCC Consumer & Governmental Affairs Bureau

RECEIVED & INSPECTED

JUN 29 2005



Minnesota Relay Complaints
June 2004 - May 2005



SERVICE COMPLAINTS													Percent
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
#00 Answer Wait Time	0	0	0	0	0	0	0	0	1	0	0	0	1
#01 Dial Out Time	0	0	0	0	0	0	0	0	1	0	0	0	1
#02 Didn't Follow Database Instructions	0	0	0	0	0	0	0	0	0	0	0	1	1
#03 Didn't Follow Customer Instructions	0	2	1	1	1	3	1	1	1	2	1	1	13
#04 Didn't Keep Customer Informed	1	0	1	0	0	1	0	1	0	0	0	0	3
#05 Agent Disconnected Caller	2	2	3	1	1	1	0	0	0	0	0	0	18
#06 Poor Spelling	1	0	0	0	0	0	0	0	0	0	0	0	1
#07 Typing Speed/Accuracy	0	0	0	0	0	1	0	0	0	0	0	0	1
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12 Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	1	1	1	1	0	0	0	0	0	0	0	4
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	1	0	3	1	1	1	0	0	0	0	0	0	6
Sub-Total	5	5	9	6	4	6	3	4	7	5	6	3	68

TECHNICAL COMPLAINTS													Percent
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	2	1	1	4	2	4	3	1	1	2	1	6	28
#25 Line Disconnected	0	1	0	2	1	1	0	1	0	0	0	1	9
#26 Garbled Message	0	0	0	0	1	0	0	0	0	0	0	0	1
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	2	0	3	0	1	3	0	0	1	0	0	2	13
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58 Regional 800 Calls	0	1	0	0	0	0	0	0	0	0	0	0	1
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub-Total	4	3	4	6	5	9	3	2	2	6	6	8	58

MISC COMPLAINTS													Percent
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Other	0	0	0	1	0	0	0	0	0	0	0	1	2
Sub-Total	0	0	0	1	0	0	0	0	1	0	0	1	3

TOTAL COMPLAINTS	9	8	13	13	10	15	9	6	10	10	12	14	129
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Complaint Summary Log for Traditional Relay Services

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
June 2004			
06/03/04	TTY customer having problem calling to another local number. Customer gets recording that number calling is disconnected.	06/16/04	I apologized for the problem and opened Trouble Ticket 1001837959 for problem resolution. Resolved by Sprint: Account Manager followed up. Suggested they contact their LEC to check the line.
06/06/04	CA 1685 "poorest reading of my sentence . . . name, phone # etc". TTY user said CA kept asking to repeat information: CA wasn't reading information/message clearly.	06/06/04	CA stated that the TTY user provided two names and two different numbers using other LD carrier. CA was attempting to get some clarification before the call was placed. (None of the two numbers provided matched the calling card number, therefore clarification was attempted) CA followed proper CA protocol in this particular situation.
06/21/04	Called Relay from work: heard tones. PBX	06/21/04	Explained to customer about the PBX system and suggested they contact their telecommunications manager to check out their line.
06/24/04	Customer stated that around 7:30 a.m. a CA disconnected him/her. Customer did not have CA's ID and would like for us to "trace" the call to this CA to ensure that this CA would not disconnect the customer again.	06/24/04	Apologized to the customer for the inconvenience and explained that we do not keep record of such calls. Upon customer's insistence, I assured her I would forward this to appropriate personnel. Customer provided the number for tracing purposes.
06/24/04	Customer not finished placing my call. I wanted to dial another number and the operator hung up on me.	06/28/04	CA discussion: Coached CA on disconnect procedure. CA did say this customer may have come in after having been disconnected and was confused on the CA number.
06/29/04	Customer asked Relay to dial number. CA let the phone ring five times then typed THANKS FOR USING RELAY SERVICES BYE. Caller wants to know why they were not informed of what was going on.	06/10/04	Customer Contact received by Cathy Wright. Original Tracking # 2230. Trish Shipley called customer on 7-6 @ 12:35 p.m., 3:30 p.m., 3:45 p.m. and 7-7 @ 4:00 p.m.; line busy. Forwarded to account manager to close out.
06/29/04	Customer said the number she is trying to call is going through. Line said number was not in service.	06/29/04	The sprint technician dialed the number and reached the recording stating the number was not in service. When dialing it again, it went through to a voice mail. The Sprint technician said it is a LEC issue for that number. Calling to 651-xxx-xxxx worked, called through relay and it worked: updated customer. Told customer to have the line checked with the LEC.
06/30/04	Customer stated that he/she place a call to a Doctor's office around 9:54 a.m.. According to the customer, there were a lot of poor spelling and the typing was extremely slow. There was also a long lag time after the GA was given. Customer said that he/she is a fast typist and the lag time shouldn't be that long. The call did not go well so customer had to hang up.	06/30/04	CA was coached on importance of promptness of relaying information between two callers. CA was also coached on proper phrases to use when educating voice person to speak at a normal pace. Acknowledged there were some typos and spelling errors.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			July 2004
07/05/04	Customer stated she gave the CA a number to dial for T-Mobile Customer Service and that the CA hung up on her.	07/06/04	Apologized to the customer and said that we would look into what happened. Met with CA and WFA. Disconnect actually took place when CA taking over her call was adjusting the station and had not yet notified TTY user of CA change. As new CA was adjusting station height, cord came unplugged and call disconnected.
07/06/04	Called into Relay from work the past two weeks. Heard TTY tones.	07/06/04	Explained that Relay connects on mode that was last used from the number they are calling from. Someone had placed a TTY call to Relay in the past, resulting Relay answering in TTY.
07/21/04	Customer stated that an CA hung up on him within the last hour. Did not provide the CA number and insisted that we check the call logs in the last hour and find the CAs who disconnected him. Insisted that we check the CAs who received his number and track those CAs.	07/21/04	Apologized to the customer for inconvenience and explained that I was the one who disconnected him after I exhausted the disconnection protocol. Since no legitimate complaint was given as well as no calling to number was provided.
07/22/04	Caller complained about call that took place today. TTY was upset that the CA threatened to cause the problem with own voice person when I hung up on your CA. Said they hung up over and over but the CA didn't disconnect and did not keep their privacy with sensitive medical information. After identifying myself as supervisor, I asked when this happened and would the caller like a follow up call from someone after a meeting with this CA. Both times the TTY user became abusive and vulgar.	07/27/04	Supervisor Bonnie had assisted on this call and said CA followed all customer instructions and did everything appropriately. Supervisor attempted to talk to inbound to determine what the complaint actually was but they became abusive and hung up.
07/25/04	TTY customer called to say that "When I told CA my directions they ignored my request and won't respond to me".	07/25/04	Apologized to the customer. No contact requested.
07/25/04	Customer said CA did not follow instructions. Customer had asked for computer tech support and CA typed tech support. Apologized to customer and said contact would be filled out.	07/25/04	Coached CA on typing entire request and keeping customer informed. CA said customer was verbally abusive and did not understand what CA was typing.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			August 2004
08/04/04	Customer stated that CA hung up on him within 15 minutes. Wasn't Relay to trace the call and follow up with CA.	08/04/04	Apologized for the inconvenience. Explained that we are unable to follow up without CA #.
08/09/04	Customer made Relay call at 2:00 a.m. and said CA was swearing and did not connect them to the TTY party they were trying to reach.	08/10/04	CA said caller was a child using profanity. CA said he did not swear at customer. CA coached on getting supervisor assistance immediately in a situation like this.
08/12/04	Customer wanted to place a TTY to TTY call through Relay. Told CA that he needed to leave his number before he dials number to call. CA waited too long to say anything like "ringing number" and the CA said that the number is not available and hung up without asking if I would like to place another call.	08/14/04	Thanked customer for calling with this information. TTY to TTY procedures reviewed with CA. CA understands correct procedure.
08/13/04	Called into Relay from work: heard TTY tones.	08/13/04	Explained that Relay connects on the mode that was last used from the number they are calling from. Someone used a TTY to call Relay in the past, resulting the Relay to answer in TTY.
08/16/04	Customer stated that she was disconnected and wanted a follow up of a reason for the disconnection.	08/16/04	Apologized to customer and will complete report. Faxing to appropriate center for CA follow up.
08/17/04	CA did not send (person hung up)... soon enough after they typed SKSK. Customer then asked CA why... CA told them procedure and continued to explain that they "were one of the best" CA's.	08/17/04	Explained that CA should have spaced or sent ... to indicated time passing. Explained that CA should not give personal info or opinions about themselves. Reviewed with CA over keeping customer informed as best as possible, including spacing ... to indicate time. Reviewed appropriate way to handle customer questions: what we can say and can not say, and when to request a supervisor.
08/19/04	Customer is having trouble being connected, not only with CA 9141, but many different CAs and on different occasions. Sometimes customer will get an CA that can connect the first time but most of them can't and the VCO, after saying hello 5 times hangs up because they don't know what is going on.	08/25/04	Apologized for the inconvenience. Met with CA. CA stated that by the time he had the call set up the VCO user had disconnected. Coached CA on VCO set up procedures.
08/19/04	CA did not leave complete message for interpreter to cancel which led to Relay user having to pay interpreter fees for services that were not needed. She would like to be reimbursed for the interpreter fees.	08/21/04	Reviewed with CA 1480 the importance of always following customer instructions thoroughly as well as relaying everything verbatim and informing customer if, for some reason, it is not possible.
08/22/04	Customer said CA was swearing at them during a Relay call. They did not want to be any more specific.	08/22/04	Thanked customer for information. Reviewed NEVER saying inappropriate comments during Relay call. Does know may have to use swear words if it is part of what TTY typed during Relay call.
08/24/04	Customer said CA was swearing and being "snotty". Would not give details as to why the CA was being this way.	08/24/04	Apologized and said a Customer Contact would be filled out. No CA with that number. Not able to do follow up.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			September 2004
09/09/04	TTY customer reports CA hung up on his call. (complaint taken by AIC personnel) Customer did not request follow-up contact.	09/09/04	CA not working at or near this time or this day. Documentation from AIC shows extended time spent trying to get number to call from customer at time of this complaint. No number given. TTY was transferred to customer service. CA followed correct procedures.
9/09/04	TTY customer reports CA claimed to be only Relay operator in center. (Customer was not sure what time CA provided the above info. Complaint taken by AIC personnel) No follow up requested.	10/09/04	CA not working at or near this time on this day. No action taken.
09/12/04	Customer said CA 1899 was rude to her and swore at her. She said she would sue our company and would like follow-up when staff was back in office. I said someone would get back to her AS AP.	09/12/04	No CA with that I.D. number. No follow-up required. Called 9-14-04 at 1:00 p.m. - no answer, no machine.
09/14/04	Called into Relay from work: heard TTY tones. PBX	09/14/04	Line initially picked up TTY. Customer needed to wait through tones for voice operator. Minnesota Relay picks up TTY first unless branded voice.
09/17/04	Customer called to report that when he made a Relay call earlier that the CA didn't respond at all when he typed the phone number to dial. He waited on line for over one minute with no responses: so he had to hang up and try again. Customer service response: I thanked caller for informing us and told him the report would be sent to the call center supervisor. <i>I apologized for the inconvenience.</i>	09/22/04	CA does not recall particular call. CA states they have noticed a lot of calls that come in without a number to dial to but that the caller disconnects. CA demonstrated correct procedure to training coordinator regarding necessary steps for disconnections of unresponsive callers.
09/17/04	Customer stated that CA dialed number, and customer realized it wasn't the right number. He asked CA to hang up 4 times before she complied. Customer stated that CA should have hung up on his first typed request.	09/19/04	Thanked customer for informing us and assured him that the complaint would be sent for investigation. Also, explained that CA can not read typing until after computer dials out and the ringing macro is established - <i>only then can the CA read his typed message requesting her to hang-up.</i>
09/22/04	Called into Relay from Work: heard TTY tones. PBX	09/22/04	Line initially picked up TTY. Customer needed to wait through tones for voice operator. Minnesota Relay picks up TTY first unless branded voice.
09/23/04	Called into Relay from Work: heard TTY tones. PBX	09/23/04	Explained about the PBX system and suggested they contact their telecommunications manager to check their line.
09/29/04	Customer calls into Relay and hears TTY tones. Customer is very upset. She also called the State of Minnesota Department of Commerce to complain.	09/30/04	Followed up with a call. Kept getting an intercept message from Qwest asking to "check the number." Called Qwest but they won't report the line down because needs to be at the request of the customer. Continued trying the number and called 411 to determine whether I could find an alternate number. No alternate number available. Will need to wait until customer calls back.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			October 2004
10/01/04	Called Relay from work: heard TTY tones. PBX	10/01/04	Explained what a PBX system was and suggested they contact their telecommunications manager to look at their line.
10/1/2005	CA hung up on her. Would like follow-up by phone.	10/4/2004	Apologized and told her complaint would be passed on to CA's supervisor. CA does not recall this call, but stated that experienced problems with a few calls that morning that disconnected mid-call. Explained to CA the need to contact supervisor if this happens in the future. CA understands correct procedure. Contacted customer on 10-4-2004 to explain resolution.
10/4/04	VCO upset about garbling they are now experiencing. Didn't have in previous state. Caller also upset that some CAs don't understand caller's instructions when they say they want to see type. mistaken for TTY user. Wants call back by phone on garbling problem. Trouble Ticket 2101807.	10/24/04	Called and received an intercept phone message stating that the number is not accurate or was disconnected. Cannot reach customer.
10/05/04	Customer does not want to be called. "Number calling to?" Customer desires the CAs to know "sup" means supervisor. Customer was upset that calls continue to get "messed up" by these two issues.	10/15/04	I apologized for the inconvenience multiple times. Caller desires a follow-up call. 10/11/04 7:00 p.m. left message on the customer's answering machine. Spoke with and coached CA, urging her to get a supervisor's assistance when asked. "Nmr you are calling to" is automatically sent. CA doesn't control that. Faxed on 10/17/04.
10/14/04	Customer states: A secretary answered when I placed a Relay call. I asked for the person I wanted to talk to. Secretary said, "Who is calling." CA said, "I don't have that information." Secretary then said she would put me through.	10/14/04	Customer upset because CA had no right to answer her question or become involved with the call. Follow up finished. Forwarded issue to Philippe Gallant so CA can be spoken with. Also faxed to Monica (Sprint).
10/18/04	TTY upset that CA didn't leave a message on Oct. 12 at about 1:50 p.m. Apologized for the problem. Informed caller someone would meet with the CA. Please follow up.	10/19/04	CA does not recall this call. CA exhibited proper procedure of leaving answering machine messages. Our records indicate this CA was on his break when this occurred.
10/21/04	Voice customer said he received a call through Relay and the CA's tone was very rude. The customer doesn't have the ID number. He also wants information on relay service, particularly VCO calls.	10/21/04	I apologized for the rudeness. I suggested he attempt to always get the CA's number on future calls. Transferred customer to Customer Service for assistance and for the VCO material he requested.
10/22/04	Upon calling Relay from work. heard TTY tones. PBX	10/22/04	Explained what a PBX system was and suggested they contact their telecommunications manager to look at their line.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			November 2004
11/01/04	Branding and connecting issues. Said he was branded online and sent in Customer Database without being branded.	11/01/04	Contacted Sprint's CRO twice. He is branded correctly. provided settings for his application to work.
11/1/2004	TTY customer was upset that the CA typed the wrong name on the call she received from her husband. She said it caused a lot of confusion on her call. No follow-up contact necessary.	11/1/2004	CA coached on making sure to use correct name. and to double check if unsure.
11/10/04	Caller stated that CA 1586 hung up on him. He was trying to contact a business and she hung up. I apologized for his inconvenience and advised him that the situation would be addressed. Caller requested follow up by mail.	11/10/04	Assistant supervisor was assisting this CA in this procedure. On the first dial out a TTY tone was heard. Assistant supervisor instructed the CA to disconnect and type. "TTY tones. Would you like to connect TTY to TTY?" The customer requested CA disconnect and connect him TTY to TTY. CA redialed and followed procedure to connect TTY to TTY. Sent letter 11/15/04.
11/10/04	CA was rude to the customer.	11/10/04	Told customer that this would be brought up to center manager. Thanked customer for bringing this to our attention. CA was coached on proper protocol in this situation.
11/12/04	Customer reported that the CA did not hang up the phone even though the customer asked him several times to do so. The CA continued relaying the message despite several requests to hang up. Tell the CA that hang up means hang up.	11/12/04	Apologized to customer. CA was coached on proper procedure when TTY is interrupting.
11/15/04	Calls Relay from work; hears TTY tones.	11/15/04	Explained that Relay answers in TTY mode if the previous call from that number was from a TTY user. Suggested they brand their line voice.
11/15/04	711 won't work from office and hears tones with 800#.	11/15/04	Explained 711 programming.
11/15/04	Needs billing & collection and Carrier of Choice letter on file with Sprint so their consumer can use them with LD calls through Relay.	11/15/04	Sent a letter to LEC to be added to our COC list so customer can make long distance calls via Relay.
11/18/04	CA had too many misspellings or abbreviations. Also, felt that the Relay is declining due to same as above.	11/19/04	Apologized and explained the CA will be coached. Also, that sometimes during a poor connection, the misspelling appears. Customer can ask CA not to use abbreviations.
11/19/04	Called Relay from work and heard TTY tones.	11/19/04	Explained that Minnesota Relay answers in TTY mode if the previous call from that number was from a TTY user. Suggested they brand their line voice.
11/22/04	Customer called 711 from home; heard TTY tones.	11/22/04	Suggested to they brand their line voice.
11/30/04	Voice customer said the CA who placed her call was the worst ever. She said her voice was very bored and monotone. She also slurred her words and she had to have her repeat everything. Customer could not understand her.	12/01/04	CA # is not listed in our system and I called customer for more information. Customer was not able to give any more information. Apologized for what she had experienced and thanked her for her time.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			December 2004
12/02/04	The customer stated that CA #1886 would not process her 800 call because the long distance number is restricted. According to her, the customer service rep has removed all of her restricted number. She also wanted to remove other features.	12/02/04	CA followed proper procedure and the call was placed and customer was informed that the long distance call is restricted. Per her request I checked her Customer Database and there was no restriction within her database and her note specified the COC as her long distance carrier. I suggested she contact Sprint Customer Service or her local phone company.
12/13/04	CA #1224f was very nice, sweet and friendly. She needs to type faster. She only allowed me to say one sentence at a time and then she said "one moment please". It was annoying and could give the wrong impression for first time relay users.	12/17/04	Told customer that the complaint would be forwarded to the proper person for a follow-up discussion. CA is working to increase typing speed. CA has been tested and meets standard typing speed expectations.
12/17/04	Female voice caller said "Lifeline" and herself had tried calling Relay service several times and had no response. She needed to attend to her sick mother. She wanted "Lifeline" and Relay service to resolve the issue between them.	6/15/2005	No follow up requested.
12/20/04	TTY customer complained that CA #1811m did not keep customer informed when calling to some one on their FD list. CA typed ringing (F asking for receivers name) when finished talking to the receiver who was not there but another receiver... when finished talking to person who answered the phone all CA typed was "(person hung up) SK or GA". When customer asked who this CA is CA typed 1204 with out giving m or f. Customer had to ask.	12/20/04	Spoke with CA 1811M about this issue. The CA did not recall the event. Drew questioned the CA about proper procedures for use of FD list and confirming customer's request for specific ask in parenthesis. CA understands procedure
12/20/04	Customer asked CA #1204F for supervisor. CA transferred customer to Spanish relay instead of getting supervisor. Spanish CA #9787M came on the line. Customer asked CA #9787M if they were a supervisor. CA typed "you requested supervisor?" CA #9787M summoned supervisor. Customer wants to complain about lousy service when asking for supervisor.	12/20/04	CA #1204F took over a call for CA #1811M. Somewhere in the take over of that call, communication broke down between CA and customer. Spoke with CA 1204 about the incident. She did not recall it. Asked the CA about the proper procedures for requesting a supervisor and when we should transfer a customer to a Spanish CA. CA understands procedures and does not recall the event at all.
12/21/04	Customer states that "CA 1392F keeps hanging up on me". Forwarded on to immediate supervisor. No customer contact necessary.	12/21/04	The CA denied hanging up on the customer and does not recalled anything unusual that happened that day. CA explained that it is possible that the customer had placed repetitive calls to the same customer who kept hanging up because if the CA disconnects the caller, the caller would need to call back to get the same CA. CA is aware of the importance of processing the calls. Unable to discuss this further due to insufficient information received.
12/22/04	Customer called in stating CA 1200 was instructed not to announce or explain relay service and CA announced and explained relay anyway resulting in transfers/hang-ups a total of 3 times. Customer requested all CA's be retrained on relay skills and he is very frustrated with this constant problem.	12/22/04	Apologized to customer and reassured this problem would be sent to the appropriate individual and be resolved. No customer contact requested. CA 1200 did not work on Wednesday Dec 22nd. Due to incorrect information unable to take further action.
12/22/04	Hearing person called Relay from home; heard TTY tones.	12/22/04	Branded him voice as voice is only mode used to contract Relay from home.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			December 2004
12/27/04	Called Relay from work: heard TTY tones, P BX	12/27/04	Explained what a PBX system was and suggested they contact their telecommunications manager to look at their line.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			January 2005
01/03/05	Customer tried for 15 minutes to get the CA to dial out and the CA said I can't get your garbled message. After speaking to a supervisor they dialed the number with no problem so the CA was just harassing me, the caller said, they had the number. The caller would ask, are you asleep, and they didn't type a message.	01/03/05	Apologized to customer, re-branded customer as VCO, also gave the dedicated VCO number. Follow-up requested. Unable to contact consumer due to no answer and no machine).
01/03/05	The customer was given a supervisor without asking for one and the supervisor smarted off to the customer and said they would check the line and while talking to the supervisor the number was dialed. Apologized to the customer, re-branded customer VCO, also gave the dedicated VCO number. Follow up requested.	02/16/05	Faxed to the MN Relay center. Supervisor assisted CA due to abusive customer.
01/06/05	At 1:55 a.m. the customer stated that s/he had a bad experience with CA 1772F because the business manager hung up on me. Apologized for any inconvenience caused and informed the caller that situation would be logged. No follow up necessary.	01/06/05	CA 1772F was not working during the time of the contacts. No follow up meeting with the CA.
01/11/05	Calls into Relay from work: hears TTY tones.	01/11/05	Explained if someone previously called Relay using a TTY, then Relay will answer in TTY. Suggested they brand their line voice.
01/12/05	In-bound TTY said that they wanted to file a complaint on CA 1432F. When I asked what had happened on the call the TTY user stated that the call did not go as they had expected. They were calling a bank and had given the information ahead of time but the call did not work. They did not give a specific issue on the CA just said that the call did not work and was disconnected, but they weren't sure if the bank disconnected or if the CA disconnected.	01/12/05	I explained that it sounded like the issue was more with the bank recording than the CA and that they may want to contact their bank to see if they were having issues with their recorded bank information lines. They did not indicate to me interest in follow up.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			February 2005
02/07/05	CA didn't hang up the phone despite asking him to do so several times. He was typing a message that he was hearing at the number that was called. Needed to talk to a live person so asked him to hang up. He disregarded and continued typing the message. Asked him to hang up again. Asked him to hang up three more times, however he disregarded and typed and typed till the message was finished. When I asked for his ID number, he did not respond. Customer Service Response: Apologized for inconvenience and explained that sometimes the CA cannot see relay user's typing while typing a message. Follow up at provided email address.	02/07/05	Coached CA on following customer's instructions. Sent an email to customer that CA was coached.
2/15/05	Onvoy not available as Carrier of Choice through Minnesota Relay.		Onvoy set-up Billing and Collection Agreement and completed Carrier of Choice paperwork with S print in 2004. Onvoy was not added as COC. Feb 2005 COC paperwork was re-sent to Sprint. Onvoy will be implemented in Sprint COC system effective July 21, 2005.
02/16/05	Voice to TTY. Outbound answered voice. CA 1747 was "having phone sex" with outbound voice person who answered. Outbound voice hung up. inbound voice asked CA if they enjoyed having phone sex with the outbound voice person. CA said "they were not that cheap". Inbound voice asked CA to apologize to them. CA said "have another drink".	02/16/05	The voice user placing the complaint called into the office direct, not through Relay. Did not give a number to call back. Apologized and assured them the information would be passed on to the CA's direct supervisor. Spoke to CA: CA does not recall this call. CA knows proper protocol and understands the importance of transparency and confidentiality.
02/23/05	Customer stated that CA transferred call without permission more than one time. RCS apologized to customer. No follow up requested.	02/23/05	Since there was no indication of the time of occurrence. Assume that the contact was made immediately after the incident outlined by the customer. The CA was not working during of the time of alleged incident.
02/23/05	Customer stated that s/he was upset that the s/he was not aware that s/he had a relay call until the end of the call. The CA did not provided their CA number when asked. Customer was then offered to be transferred to Sprint Customer Service but the customer declined and stated that s/he will call for a team leader after 7:00 a.m. This incident occurred at 6:27 a.m. this morning. No follow up necessary.	02/23/05	Due to no CA ID number, unable to follow up on this concern.
02/23/05	The customer stated that at approximately 6:50 a.m., CA 1460 disconnected on the customer. Emphasized that CA is not to disconnect the customer.	02/23/05	Assistant supervisor was assisting the CA on this call. Call occurred when the customer asked for a specific recording information which was relayed to the customer. The customer insisted for such information and continued with irrelevant complaint. Eventually the assistant supervisor followed the proper disconnection procedure when the customer did not provide the call to number. CA did not disconnect the customer.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			February 2005
02/23/05	Customer states CA transferred the call without permission to Customer Service. Customer Service apologized to customer; no follow up requested	02/23/05	Assistant supervisor was assisting the CA on this call. Call occurred when the customer asked for specific recorded informatio. which was relayed to the customer. The customer insisted for such information and continued with irrelevant complaint. The assistant supervisor followed the proper disconnect procedure when the customer did not provide the call-to number. CA did not disconnect the customer.
02/24/05	Hearing person called Relay from work and heard TTY tones; PBX.	02/24/05	Explained how to connect with Relay via PBX.
02/28/05	CA was typing VCO's part of the conversation. There were long pauses and CA did not reply to customer's requests. Follow up requested.	02/28/05	Reviewed situation and coached CA on proper procedures. Called customer on 3/9/05 at 2:10 p.m. (busy). Called customer on 3/9/05 at 2:30 p.m. (busy). Called customer on 3/9/05 at 5:00 p.m. (busy). Attempted to contact customer 3 times; could not be reached. Contact closed.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			March 2005
03/03/05	The customer stated that today at 2:30 p.m. CA 6339F disconnected customer. Attempted to clarify time and the date of the occurrence as the contact was made at 12:29 p.m. and the customer stated that the time of relay call occurrence was 2:30 p.m.	03/03/05	CA does not remember the call. Reviewed correct disconnect procedures with CA and reminded to call for a supervisor when necessary.
03/07/05	Consumer has a Customer Database on file with Sprint, which lists Qwest as her COC. She placed a long distance call through Relay, and the CA billed it to MCI and she got an unexpected bill for \$100.00.	03/07/05	Worked with Sprint and verified that it did go through Minnesota Relay and that it was a CA error. Processed with CSD and reimbursed consumer.
03/07/05	Called into Relay from work; heard TTY tones.	03/07/05	Explained to the customer that it could be their PBX and suggested they have their telecommunications manager look into her phone line so they can access Relay from work.
03/13/05	A VCO customer called to complain that when her son called her, the messages were all garbled. She said this only happens when her son calls her. With everyone else, she does not have a problem with garbling. Apologized to customer for inconvenience. Wrote down all CA numbers associated with this recurring problem. No follow-up requested.	03/13/05	Supervisor checked and there is no CA number 1723 as listed on the customer contact.
03/16/05	VCO customer said that the hearing person she was calling heard the CA make audible remarks. Comments were identified as "What's new?" Customer gave CA another number to dial before hearing person hung up, and the agent was heard to say, "This is ridiculous." Other comments heard were "Why is my break so late today?" and "Why do they act so stupid?". Thanked customer for letting us know, and told them complaint would be forwarded to appropriate supervisor. No follow-up requested.	03/16/05	CA pulled for discussion. CA was talking on the call and thought she was muted. CA was reprimanded and told not to talk if F1 or F2 is lit. CA will comply.
03/16/05	Customer complained that CA 1213 would not repeat a phone number during the progress of the call. The outbound voice had put the TTY on hold at the time of the request. TTY requested follow up at the number given. Agent in charge thanked the customer and apologized for inconvenience. Agent in charge tried to explain that CA was unable to repeat info during the middle of the call. Customer requests follow up from account manager.	03/16/05	Followed up with CA. CA stated that the voice person placed the TTY customer on hold and during that time, TTY requested the CA directly to repeat the number that was previously typed to them. CA attempted to remain transparent and continued with the holding macro. Agent in charge was assisting the customer and she attempted to explained to the customer that the CA is unable to repeat the information during relay call. CA followed proper procedure by maintain transparency. However, CA could have utilize redirect technique in this situation. MN account manager notified.
03/26/05	VCO customer stated that no one can reach her through the Minnesota Relay number (1-800-627-3529). Says it has been happening for about a half a year. Apologized, Trouble Ticket I002455768. Follow-up requested.	05/11/05	Called customer and she told me that she now has caller ID, which lets her know who is calling and she does not miss any calls. Customer stated that this has worked out great for her and thanked me for calling to follow up on this.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			April 2005
04/05/05	A VCO customer called to complain that his branding was being lost too often. Apparently 3 and 6-series CAs receive his calls as branded VCO, but any other series CAs do not see the branding and his calls come in all garbled and they are not able to understand him. Apologized for inconvenience. Opened Trouble Ticket I002475996. Requests follow-up at number given.	04/05/05	I called the customer and left a message on 5/11/05 at 3:30 p.m., 5/16/05 at 2:45 p.m. and 5/18/05 at 9:30 a.m. explaining that the technicians resolved it and it is working now. I left my number each time for the customer to call me back. Contact closed.
04/05/04	VCO customer experiencing garbling when making Relay call.	04/12/04	Apologized for the problem and opened Trouble Ticket I002475405. Resolved by customer service.
04/06/05	CA always has trouble connecting TTY to TTY and always disconnects him. Thanked caller and said I would forward info on to immediate supervisor. No call back needed.	04/06/05	CA was not processing TTY to TTY calls properly. Trainer went over procedures and CA is now aware of the correct call processing for a TTY to TTY call.
04/16/05	On Wednesday, April 13, CA would not switch to VCO and continued to ask for number to dial. Thanked caller. No call back needed.	04/28/05	Met with CA on 4/28/05 and coached him with suggestions on how to tell if the caller is a VCO user and how to process the call if there's trouble with roll-overs.
04/16/05	On Wednesday, April 13 this CA would not switch to VCO. Continued to ask for number to dial. Thanked caller for feedback. No call back needed.	04/20/05	CA said that each time the bridge was open he heard TTY tones. He would turn off the bridge to wait for phone number. After no response, then would ask for caller to repeat number.
04/18/05	Inbound TTY said CA hung up on him. Said they typed "ans mach" and then hung up; not sure if the (ans mach hung up) macro is what was sent and that is what he is referring to. I asked if he wanted follow-up and he gave his phone number and when I asked for his name he said "You already have my name". Customer started cussing as customer service was trying to clarify; customer service entered contact information and then disconnected.	04/18/05	Invalid CA number. Called customer 4/19/05 at 12:30 p.m. with no answer. Called customer 4/22/05 at 4:25 p.m. with no answer. Called customer 4/26/05 at 11:43 a.m. with no answer. Tried to contact customer 3 times; contact closed.
04/19/05	The voice customer stated at 11:07 a.m. she received a Minnesota Relay call and since she was on a cellular phone, she notified the CA that during the call she'll be cutting off occasionally. Soon after the relay call had been established, she was having problem with "loose" connection. Several times she asked the CA to repeat what was relayed to her and asked the CA not to type that. CA was a bit rude when replied to her. "We do not do that. We deal directly from person to person" and refused to repeat, which was time consuming. She then told the CA that she wanted to speak to supervisor when call was done. CA read the TTY text and said, "The conversation is over" and disconnected the call.	04/19/05	Apologized to the customer for the quality of service she received. Notified her that I would not be able to follow up with CA without CA ID number. She then requested if I could check the log time of the call and trace the call to specific CA. I told her that special report will have to be made and warned her it may not be possible under this circumstance. She requested that we do our best. Unable to conduct a report for this situation. No follow up needed.
04/23/05	Minnesota Relay VCO user having intermittent problem of being heard through several CAs. It takes several attempts before she is heard. Apologized and opened Trouble Ticket I002513011. No follow-up requested.	04/23/05	Customer has experienced this issue previously and the previous solution was to route the customer out of the MN center. With the addition of the True Caller ID circuits, the number had to be re-added to this specialized routing list.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			April 2005
04/26/05	Calls Relay from home and hears TTY tones. Was not like that for two years.	04/26/05	Explained branding to the customer as she wanted to brand on line versus the form.
04/27/05	Hearing person calls Relay from home and work and hears TTY tones.	04/27/05	Verified dual user household and PBX. Explained how our system answers the call based on the previous call made via Relay.
04/29/05	Customer asked to speak to supervisor to complain that CA 2262F hung up on them in the middle of the call. I explained that it could have been a technical problem, but that I would pass the information on to the CA's supervisor.	04/29/05	Consumer did not want follow up.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			May 2005
05/02/05	Hearing person called Relay from work and heard TTY tones. PBX	05/02/05	Explained what a PBX system was and why they heard TTY tones.
05/04/05	VCO user is unable to reach her daughter because she is getting a recording stating that her line is blocked. Her LEC says there is no block. Apologized and opened Trouble Ticket I002535280. Follow-up requested.	05/04/05	Called the customer on 5/18/05 at 2:35 PM. 5/19/05 at 1:00 p.m., 5/19/05 at 3:40 p.m. and there was no answer and they do not have an answering machine.
05/05/05	The customer stated that at 11:20 a.m. she placed a call through Minnesota Relay and got CA 1886F. Prior to call being placed the customer left a message to leave on an answer machine. When CA placed the call the CA typed (recording playing) and then proceed to leave the message. The customer wanted to know what the recorded message says, which was not typed to her.	05/05/05	Explained to the customer that CA follow proper protocol. Also explained that if she still wishes to read the recorded message, she'll need to instruct CA of this before the call is placed. Customer understood. No follow up necessary.
05/09/05	TTY customer called in to complain that the CA always hangs up on him. Apologized for the inconvenience and assured the customer that the situation would be looked into.	05/09/05	CAs are not hanging up on consumer. Customer is calling from a hospital program he is staying in. The hospital has a long distance block on the lines, and the payphone needs a calling card for long distance calls. I called, and due to confidentiality in the type of program he is in at the hospital, I can not speak to him directly (they can't admit he is there). I told the rep that if customer is really there that he needs to provide a number that I can call him at. Hospital rep said "if he is in the program" she will explain the long distance to him.
05/10/05	HCO consumer can hear the CA voice their words.	05/10/05	Did not provide CA numbers. CA is leaving the bridge open. Explained to consumer and asked to call with CA numbers in the future. Also explained how to rectify during the call.
05/12/05	Inbound TTY said that the CA disconnected the call. The outbound had hung up and she asked the CA to redial and after 7 rings the CA hung up.	05/12/05	I apologized and said we would follow up with the CA. Spoke with the CA who said he was having a hard time understanding the outbound and that the outbound got frustrated and hung up. And then upon redial, after it rang a few times, the inbound caller dropped out. The CA said he assumed she hung up. Spoke to customer and she is fine without issue going any further.
05/22/05	A voice customer called to report trouble when calling his VCO mother through Minnesota Relay. He says for about a month now he has had trouble with hearing her, saying all sound cuts in and out, including relay center background noise.	05/22/05	Apologized for inconvenience. Opened Trouble Ticket I002570127. Follow-up requested at given number. Reassigned as service issue per account manager. Called on 6/14 at 6:10 p.m., 6/15 at 10:25 a.m., 6/15 at 12:50 p.m. and left a message for customer to call back.
05/24/05	Consumer is using a TTY and can make calls through Relay without any problems. Has issues when she gets a call through Relay: sees "characters" that are associated with a computer and when she types her words are erased: the spelling back to her is really bad but does not look like it is the CA's fault.	05/24/05	Consumer does not have a Consumer Preference form on file with us; having her fill one out as TTY user.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			May 2005
05/25/05	Voice caller complains that she hears noise when calling 7-1-1 from someone else's phone and her cell phone. Customer service explained that 7-1-1 may respond by TTY to initiate answer type search and offered to brand the number for her. Caller continued to curse and hung up before this could be done.	05/25/05	We offered to brand her number for her to reduce the noise, but the customer hung up. Customer did not request call back.
05/26/05	Calls into Relay from home and gets TTY tones.	05/26/05	Offered to complete Customer Preference form and explained how to update voice branding on her next call. She decided to try it on line with the CA and will call me back if she has any other issues. It is not a dual user household.
05/26/05	The VCO customer stated that CA did not follow proper procedure because the "called to" customer disconnected her.	05/26/05	Explained that the CA followed the instructions in the Customer Preference database of not to announce or explain Relay. The voice person immediately disconnected while the CA was typing the greeting to the VCO user. Offered to modify the instructions in the Customer Preference database so this would not happen again. VCO declined. No follow-up necessary.

Complaint Log Summary for CapTel Relay Service

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
			June 2004
6/21/04	Account Login Failure	6/21/2004	Account activated. Immediate resolution provided. Customer reports all is well.
			July 2004
7/9/04	Dialing Issue	7/9/2004	Technical modification resolved customer's experience the same day reported.
7/13/04	Disconnect/Reconnect during calls	7/13/2004	Shared information with customer as to why disconnects may occur and sent email with tips to reduce their occurrence.
			August 2004
8/13/04	DTMF Tone Interference; Sound Quality-Static; Disconnect/Reconnect during calls	8/19/2004	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful. Explained to customer why disconnection/reconnection might be occurring and sent a letter in the mail with tips to reduce their occurrence.
8/16/04	DTMF Tone Interference	8/16/2004	Tech Support added customer to our database to address DTMF tone pass through. Test call confirmed resolution was successful.
8/19/04	Echo Sounds	8/19/2004	Technical Support provided software update with echo cancellation software. Customer provided with tips on why echo sounds occur and adjustments they can make to resolve situation.
			September 2004
9/1/04	Billing Issue	9/8/2004	Explained billing situation to customer.
9/9/04	Disconnect/Reconnect during calls	9/9/2004	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
9/28/04	Answer Time	9/28/2004	Explained CapTel Service experienced a slow down yesterday evening resulting in a delayed answer time. The situation has returned to normal. Apologized for any inconvenience this may have caused. Service was within the 85/10 answer time required.
9/28/04	Disconnect/Reconnect during calls	9/28/2004	Shared information with customer as to why disconnections may occur and sent email with tips to reduce their occurrence, along with initial troubleshooting. Further follow-up email sent by customer service representative, but customer did not report addition incidences.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
			October 2004
10/25/04	Sound Quality; Echo Sounds	10/26/2004	Emailed customer tips of volume/tone adjustment, use of echo cancellation, and use of audio jack handset.
10/29/04	Disconnect/Reconnect during calls	10/29/2004	Sent information explaining the difference between the CapTel and a traditional phone. Sent tips for how to reduce the occurrence of disconnect/reconnect. Also suggested contacting phone company to have them check the quality of the line to support a data connection.
			November 2004
11/8/04	Disconnect/Reconnect during calls	11/8/2004	Sent information explaining the difference between the CapTel and a traditional phone. Sent tips for how to reduce the occurrence of disconnect/reconnect. Sent a software update providing customer with a visible, <reconnecting> prompt so they would know the status of the call. Customer satisfied.
11/11/04	DTMF Tone Interference	11/11/2004	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
11/23/04	DTMF Tone Interference	11/24/2004	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.
			January 2005
1/13/05	Disconnect/Reconnect during calls	1/18/2005	Tech support enabling "Reconnect" prompt. Customer contacting telephone provider to check line quality in handling data transmissions.
			February 2005
2/16/05	Echo sounds	2/16/2005	Advised holding mouthpiece slightly away from face and mouth, and making good acoustical seal between ear and earpiece. Customer confirmed this made a difference.
			March 2005
3/9/05	Disconnect/Reconnect during calls; Sound Quality; Static; Dialing issue	3/10/2005	Advised customer to contact phone company to ensure adequate line quality. Changed carrier in system to allow customer outbound calling. Customer satisfied.
3/12/05	Disconnect/Reconnect during calls; DTMF Tone Interference	3/15/2005	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Tech Support addressed DTMF tone pass through.
3/28/05	Inability for CapTel users to reach the data toll free number	3/28/2005	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
			April 2005
4/21/05	Echo sounds	4/26/2005	Provided customer with echo cancellation software update.
			May 2005
5/4/05	Disconnect/Reconnect during calls	5/4/2005	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
5/9/05	Incoming connection-captioned calls	5/11/2005	Tech support identified and remedied the circumstances with a system change on 5/25/05 and customer notified. Customer reports that resolution has been provided.
5/18/05	Incoming connection-captioned calls	5/18/2005	Tech support identified and remedied the circumstances with a system change on 5/25/05. Resolution provided.